

Tech Rec opens after summertime renovations

by Andrea Preininger
Communications Intern
Auxiliary Services

Renovations are finished at Tech Rec and it is now ready for use. Renovation started the second week of summer classes and lasted until the start of the fall semester.

"We've worked hard, making sure all the renovations were just the way we wanted them. We are very pleased with the results," said Mike Coleman, program advisor, Student Center.

A major concern with Tech Rec was its old-fashioned bowling pinsetters which would often break. Not anymore! All bowling lanes have brand new pinsetters. Tech Rec also added new games and created more lounge space. This year there is a multi-purpose lounge where students can hang out and watch TV.

"All of our televisions are plasma screens and the overall feeling is very modern. We made a lot of upgrades and are



Eric Beglin (3rd year, Computer Science) plays a game of pool in the newly renovated Tech Rec (1st floor, Student Center)

very pleased with people's responses," Coleman said.

One of the new initiatives that Tech Rec is planning is a collaboration with student organizations and departments. This semester, Tech Rec is partnering with the Residence Hall Association (RHA) to create a "Freshman Week" that is aimed at giving freshmen a place to have fun on campus with other freshmen.

Tech Rec has always been a

place where students could get away from the stresses of school and relax with friends. Now it's even more so. It's a place like none other on campus which is why it was so important to make sure it was renovated and student friendly.

"We know students get stressed and sometimes need a place to get away from school for a little while. Tech Rec is an excellent place to do just that," Coleman said.

Tech Rec is also planning to have "Study Break" which will run Wednesdays from 10 a.m.-5 p.m. This is a time for students to play some billiards, play on a PS3, lounge around in the multi-purpose room or bowl among other things. All the activities will only be \$1.

"We are really excited about all the new changes. It's going to be a great year for students and Tech Rec staff," Coleman added.

Tech Rec is open Monday-Thursday 10 a.m.-11 p.m.; Friday 10 a.m.-2 a.m.; Saturday 5 p.m.-2 a.m. and closed on Sunday. Tech Rec is closed during holiday and semester breaks.

Weekly Fall Semester Specials:
Monday - Wednesday
99 cents per game bowling
11a.m. - 5:30 p.m. Shoe rental not included.

Thursday
\$2.55 per hour pool 11 a.m.-5:30 p.m.

Friday \$2 per hour video game rentals 11a.m. - 5:30 p.m.
Cosmic Bowling every Friday and Saturday night!

WOW! It's a New Sensation

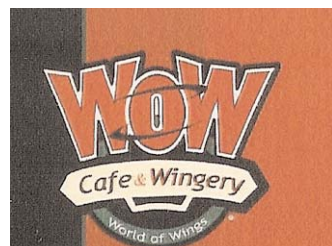
Jackets featuring WOW Cafe & Wingery in the Student Center Commons

by Andrea Preininger

GTDining has opened a new concept,

Jackets featuring WOW, and it not only introduces wings and salad bowls with homemade salad dressings like fat free sun-dried tomato basil vinaigrette and Thai Peanut but new and exciting things to do too.

It still has the fun atmosphere of Jackets but now it has much more, new food items and nine television screens scattered throughout.



"The menu is New Orleans inspired so we are serving menu items like red beans and rice," said Shequita Barnes, marketing manager, GT Dining.

In addition to wings, other menu items include fried

mushrooms, cheese fries, gumbo, wraps and sandwiches, Texas Toast burgers and WOW shrimp.

Jackets featuring WOW is also available for tailgate parties at home football games.

"People may rent Jackets featuring WOW for catering events too," Barnes said.

A tradition that Jackets featuring WOW will continue is Thursday night trivia which has been a big success with students.

"Jackets featuring WOW is

really a great restaurant with a good variety for every taste. We plan on making it a fun and great place to eat for everybody," Barnes added.

And people who like WOW's food and Tech Rec's fun can soon enjoy the best of both worlds. Look for a WOW ordering kiosk in Tech Rec to order and have food delivered while playing pool, bowling, gaming and all other Tech Rec activities, including just hanging out.

News Bulletin

Melissa Moore
Director of Communications
Auxiliary Services

The Board of Regents, the governing body for the 35 universities and colleges of the University System of Georgia, began a customer service recognition program two years ago to honor its schools and individuals who exhibit extraordinary customer service.

This year Auxiliary Services submitted three nominations to the program and all three won.

Rosalind R. Meyers, associate vice president, Auxiliary Services, received the silver 2008 Outstanding Customer Service Leadership award.

She was recognized for her customer service leadership, particularly the annual Auxiliary Services online customer satisfaction survey when Georgia Tech students, faculty and staff are asked to review each department's services, programs and facilities and recommend improvements.

Once the survey results are compiled, all Auxiliary Services' departments meet and share action plans.

Auxiliary Services has conducted the online survey for eight years. The Georgia Tech Office of Organizational Development administers the survey each year, making it a completely random sampling of



Auxiliary Services representatives meet annually, discussing customer service strategies for the upcoming school year. Pictured above are this year's retreat participants (front row, l-r) Myra Haley (bookstore), Jerry Maloney (bookstore), Rosalind R. Meyers (associate vice president, Auxiliary Services), Bob Junko (Student Center), Mike Black (Housing), Shan Baker (Health Services), Wanda Budaj (Auxiliary Services Administration), (second row, l-r) Fran Gillis (Housing), Vern Johnson (GT Dining), Jon Baker (Health Services), Noel Moreno (Auxiliary Services Technical Support), Erik Sandin (Finance), Steven Johnson (Project Management), David Williamson (Parking & Transportation), Kim Harrington (Student Center), Sally Hammock (Student Center), (back row, l-r) Melissa Moore (Communications), Todd Schram (GT Dining), David Santa Ana (Parking & Transportation), Donald Smith (BuzzCard) Rich Steele (Student Center), Lance Lunsway (Parking & Transportation), James A. Pete (Auxiliary Services Technical Support), Don Neuendorff (Housing) and Dan Morrison (Housing).

Georgia Tech students, faculty and staff.

"While I received this award, the survey's success and thereby the customer service is actually in the survey follow-up when the Auxiliary Services' directors make the operational changes that our customers enjoy," Meyers said.

Loren Sumerlin, the Student Center Operations Manager, won a silver 2008 Excellence of the Year award in the individual category for his professionalism and calm approach during sometimes stressful situations.

He is engaging and Student Center customers routinely compliment his work.

Rich Steele, Student Center Director, said of Loren, "He is constantly entrusted to manage a tremendous volume of events, a huge customer base, significant capital assets and he does this in a way that makes the Student Center and Georgia Tech look exceptionally good."

Rosser Jones, a Stingerette driver, won Honorable Mention in the individual category for his friendly and help-

ful service driving students to and from their residence halls and other buildings on campus during evening hours.

"In an organization like ours where we all depend on each other and work to serve the students, Rosser is one of the individuals who genuinely cares for the students he interacts with every day," Meyers said.

"We, in Auxiliary Services, will continue to make changes to our programs, services and facilities, ever striving for higher levels of customer service," Meyers added.

BuzzCard eMarketplace proves a hit with students

by **Andrea Preininger**

Buzzcard has launched a new online system called the eMarketplace that allows students to purchase items that were once sold at student booths.

The eMarketplace was introduced because many student

groups were asking for the portable BuzzCard readers to sell their merchandise.

Because of the high demand, the BuzzCard Center asked the groups to consider putting their products online.

Thus, the BuzzCard eMarketplace was launched.

Four campus entities tested the system. Parking & Transportation, Alpha Gamma Delta, Omega Phi Alpha and Student Center Programs were the first to use the system.

"The response we got from students was great. The eMarketplace really took off and student groups love it," said James A. Pete, director, Auxiliary Services Technical Support.

Because of the response that

the eMarketplace received, the Six Flags tickets were exclusively sold on the eMarketplace this year and all Student Center Options classes were set up for payment on eMarketplace.

"It was time we started using the eMarketplace because it is a resource that will benefit everybody greatly. It is convenient, easy to use, and in general, generates more revenue for student groups," said Donald Smith, director, BuzzCard.

Director of Student Center elected President of Association of College Unions International

by **Andrea Preininger**

Rich Steele, director, Student Center, has been known for his dedication to the Student Center since his days as an undergraduate at Georgia Tech.

He first became involved in 1983 as part of the Homecoming Committee and later held a Programs Board position among other things.

His involvement and passion for the Student Center led him to become interim Program Advisor in 1986 and through various other positions, he became Director of the Student Center in 1994.

March 2007, he was named President-elect of ACUI (Association of College Unions International) which is an organization that brings together college union and student activities' professionals from hundreds of schools in seven countries.

As president-elect, he served on the ACUI Board and worked with the ACUI

President in overseeing the association's finances as well as its strategic direction.

On March 17, 2008, he was inducted as President of ACUI and now has full responsibility of executive meetings and governance over the ACUI Board.

As ACUI President, he will travel internationally consulting with other professionals and colleagues on student center and student union programs and issues.

He will attend the international and regional conferences where he will gain insight into many issues pertaining to student centers from around the world.

As the ACUI President, Steele will also bring additional recognition to Georgia Tech. He will share Georgia Tech Student Center programs, goals and accomplishments and he will learn new programs from other schools, including the recent initiative, Digital Now. Digital Now focuses on Web 2.0 functioning and other web-

related areas.

"We are looking into a variety of ways to incorporate more advanced technologies into the everyday running of the Student Center from security cameras that can be seen via the Internet to online payments of the box office tickets," Steele said.

Being president of an international association is not something everyone will or can achieve. But when it happens, it is beneficial for the individual



Rich Steele, director, Georgia Tech Student Center, and the 2008 President of the Association of College Unions International

and the company or school the person represents.

"It is an honor to be serving an association that's been around for 100 years," Steele said.

New Director of Parking & Transportation



Georgia Tech Parking & Transportation announced its new director, Lance L.

Lunsway who began his position on July 28. He replaced Bob Furniss who had been the Parking & Transportation Director since May 2003.

Before coming to Georgia Tech, Lunsway worked at the University of Wisconsin, Madison, as Director of Transportation Services from 2000-2008. Before that, he was at Arizona

State University as Parking and Transportation Manager from 1997-2000 and Parking Operations Manager from 1991-1997.

A graduate of Kansas State University with a bachelor of science degree in psychology and an associate's degree in business from Colby Community College, Colby, Kansas, Lunsway is a member of the Board of Directors for the International Parking Institute.

The first 50 people to e-mail melissa.moore@gatech.edu the answer to this riddle win 2009 Auxiliary Services' T-shirts. What is the cost of Tech Rec game rentals on Friday + the number of years Auxiliary Services has conducted its annual customer satisfaction survey + the cost of a one-hour nutrition appointment at Stamps Health Services.

Lance L. Lunsway, director, Georgia Tech Parking & Transportation

Go West, Young Man (or Woman)!

by Andrea Preininger

When students think of the word WESTech they might assume it means west campus life, but in reality it means “Weaving Every Student Together” which is exactly what Georgia Tech Housing and Residence Life is trying to do this year.

The WESTech initiative hopes to make West Campus an even better place to live for its residents, academically and socially.

In the past, WESTech has hosted events like study group sessions and socials, but this year the group plans for more involvement from the Residence Hall Association (RHA) and possibly from professors.

“What we are doing this year is called C-squared, or Campus Colleagues. C-squared is a program that assigns a professor to each residence hall.

“The professors will put on a couple of programs for the building and be there to answer questions students have about professors in general,” said Monique Lett, assistant director of Housing Residence Life.

Another initiative that West Campus is doing is creating more study groups with people taking the same classes.

Typically, there is a trend that

once students move away from the freshman halls they tend to stop utilizing the tutoring resources, but through focus groups, Housing has learned that older students also need attention.

West Campus is a very diverse place with many different nationalities. WESTech is working to bridge the gaps between different groups on campus by creating more international programs.

“We would love to create an international experience for all students living on West Campus. We are trying to create a great learning environment for everybody,” Lett said.

One of the goals of creating this learning environment is hosting programs on a variety of topics like life skills after graduation, buying/leasing a car, renting an apartment, or even how to change a car’s oil. Some other programs that are being considered are how to apply to graduate school and resume writing.

“We are so excited about WESTech initiatives and everything that it has the potential to be. We started off the year with a carnival in Burger Bowl which was a great start to the new semester. I’m excited for the students and for this year!” Lett added.



Stamps Health Services’ Health Promotion offers \$5 per hour nutrition appointments

Cristina Caro (above), clinical nutritionist and licensed registered dietitian, reviews nutritional products in her office at Georgia Tech Health Promotion. Cristina is available at Stamps Health Services on Mondays and Fridays to discuss such issues with students as nutrition, weight management, disease prevention, sports nutrition and health maintenance. Students pay a five-dollar fee for a one-hour appointment. Appointments may be made with Cristina on Mondays and Fridays online at www.myappointment.health.gatech.edu or by calling 404-894-1420. For more information on other health issues, visit www.health.gatech.edu.

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- Tech Rec Bowling
- Tech Rec Billiards

One game per BuzzCard

Coupon expires 12-31-08

Are You Ready to Play?

Come and enjoy the fun @ The Student Center's

TECH REC

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